



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/024,966	12/19/2001	David Victor Sahagian	55564.10017	4847
27526 7590 07/23/2007 BLACKWELL SANDERS LLP 4801 Main Street Suite 1000 KANSAS CITY, MO 64112			EXAMINER ROBERTSON, DAVID	
			ART UNIT 3623	PAPER NUMBER
			MAIL DATE 07/23/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/024,966	Applicant(s) SAHAGIAN, DAVID VICTOR	
	Examiner Dave Robertson	Art Unit 3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 December 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-6 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-6 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date <u>none</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. This is a Non-final office action examining claims 1-6.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1-3 and 5-6 are rejected under 35 U.S.C. 102(b) as being anticipated by Johnson et al (US Pat. 6,067,525).

Johnson discloses automated sales force methods and a system for comprehensively managing the sales process or sales persons and sales organizations.

Specifically, with respect to the claims presented in the instant application:

Claim 1

Johnson teaches a system for managing sales processes including information regarding at least one process (column 3 from line 60 through column 4, components of the tool supporting numerous sales processes with data component for core process components); information regarding a plurality of steps having a sequential order (from column 4: major core processes generally in sequential order "lead generation", "time with customer..."); information regarding at least one result (column 4 from line 60: "generating revenue by committing a customer to a sale", a result e.g.); creating at least one deal (the sale) and indicating completion of steps associated with at least one

process (column 5 from line 32: order management process, order entry indicates completion of "time spent with customer" process); and indicating a next step to be completed based upon a completion of steps (column 6 from line 26: the support component assisting sales personnel with carrying out tasks; from line 42: creating a "todo list"; column 8 from line 34: an event manager initiating other actions or operations based on events or results to processes).

Claim 2

Johnson teaches indicating completion of steps associated with at least one process (column 5 from line 32: order management process, order entry indicates completion of "time spent with customer" process) and means for determining the next step based on the indicated result (column 8 from line 34: an event manager initiating other actions or operations based on events or results to processes).

Claim 3

Johnson teaches a system for managing sales processes (column 3 from line 60 through column 4, components of the tool supporting numerous sales processes with data component for core process components, processes generally accepted as sequential in the art but not so limited) where the next steps may be any step in the sequential order of the plurality of steps (column 6 from line 26: the support component assisting sales personnel with carrying out tasks; from line 42: creating a "todo list"; and column 21 from line 1: objective management component providing process steps in structured sales process including customized or inserted (changed) additional steps, with no limitation on the order of tasks performed or order of steps).

Art Unit: 3623

Claim 5

Johnson teaches storing information regarding the completion of process steps (column 23 from line 30: stores data as process steps are performed/completed).

Claim 6

Johnson teaches means for changing information regarding at least one of a plurality of steps and ensuring that each process with a changed at least one of the steps is complete (column 20 from line 20: self-management component; column 20 from line 49: time-management component; column 21 from line 1: objective management component providing process steps in structured sales process including customized or inserted (changed) additional steps, objective management expressly for ensuring sales agent performs at least critical information gathering steps).

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claim 4 is rejected under 35 U.S.C. 103(a) as being unpatentable over Johnson et al (US Pat. 6,067,525) as applied to claim 1 above, and further in view of De Francesco et al (US Pat. 6,505,176).

DeFrancesco teaches in the art of workflow management, specifically, to the managing and initiating workflow steps in the event of changes to task status.

Claim 4

Johnson teaches indicating completion of steps associated with at least one process (column 5 from line 32: order management process, order entry indicates completion of "time spent with customer" process); however, Johnson does not expressly teach *removing an indication that a step has been completed and indicating a next step based on the indication*.

However, Johnson expressly teaches a salesforce system in which "time with customer" may result in a *change order* (column 6, line 49) after having processed "order management". A change order is effectively a cancellation of a previous order and entry of a new (changed) order, or, as well known in the art, a cancellation of an order altogether (see also column 18 from line 17). Johnson further teaches an "event management component" responsive to events in the system (such as change orders) and that Johnson's system supports team selling, workgroups , and *workflow environments*.

It is old and well known within the art of workflow environments to maintain status of tasks and respond accordingly to changes in status with express or implied indications of *next steps*, including changes in status of tasks from *completed* to another status. DeFrancesco teaches (Figure 4 and related discussion) the status of tasks in a workflow system including *completed* status, and further teaches responding to changes in workflow status with events which indicate next steps (see Figure 8 and related). In view of DeFransesco (representative in the art of workflow), it would have been obvious to one of ordinary skill in the art at the time of the invention that in such a system of

Art Unit: 3623

salesforce process tasks/workflow system such as Johnson, the "completion" of an order followed by the initiation of a *change order*, would have resulted in an indication that the order is cancelled or pending (no longer complete) pending the change order, the indication thereafter resulting in action by the sales person to update the order prior to further processing. This would have been known to result in greater customer satisfaction and better service to the customer resulting in increased future sales to the customer.

Conclusion

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

Schwanke (US 2003/0018508) discloses triggered-workflow process methods including process status change step initiation.

Raffel et al (US 2002/0082892) discloses automated methods and a system for network-based sales force management, including process sequential process steps which may be executed "out of turn" and saving a history of the sales process information.

Ikezawa et al (US 2002/0040358) discloses automated methods of sales management including activity and transaction status tracking with completion date status changes.

Sales (US 20020072954) discloses automated methods for sales activities performance tracking.

Vaillancourt et al (US 7228284) discloses sales lead tracking among organizations.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Dave Robertson whose telephone number is 571-272-8220. The examiner can normally be reached on 8:15am to 5:15pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 571-272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

dcr

Dave
7/14/07

Domini J. Jant
Primary Examiner
Art Unit 3623